

## Enterprise Incident Report Nov 2010

As of 12/1/2010

### Insurance

#### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	High	Low	Medium	FCR Total
Insurance	10	619	60	689
Customer Company Total	10	619	60	689

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#### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	Medium	MIR Total
Insurance	1 0	61 20	6 3	68 23
Customer Company Total	1 0	61 20	6 3	68 23

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#### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

**Top Number - Total Incidents**

**Bottom Number -Average time in hours**

Customer Company	High	Low	Medium	ATTIR Total
Insurance	1 0.11	61 1.17	6 2.78	68 1.30
<b>Customer Company Total</b>	1 0.11	61 1.17	6 2.78	68 1.30

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#### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	High	Low	Medium	MR Total
Insurance	1 0	61 10	6 3	68 13
Customer Company Total	1 0	61 10	6 3	68 13

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### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	High	Low	Medium	ATTR Total
Insurance	1 0.17	61 6.66	6 5.14	68 6.43
<b>Customer Company Total</b>	1 0.17	61 6.66	6 5.14	68 6.43

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### Detail

<b>INC000000206576</b>	Jilene Whitby Capitol Desktop Support	Application Peter Musser	Error Insurance	Contribute Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.61 5.48
<b>INC000000208596</b>	Jaimee George Capitol Desktop Support	Application Peter Musser	Error Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.86 1.36
<b>INC000000208975</b>	Colette Sawyer Capitol Desktop Support	Application Peter Musser	Error Insurance	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.88 5.64
<b>INC000000209070</b>	Clarissa Crisp Capitol Desktop Support	Application Peter Musser	Error Insurance	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.45 0.45
<b>INC000000209355</b>	Jeff Hawley Application Support	Application Scott VanderLinden	Reporting Insurance	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	4.77 42.52
<b>INC000000212563</b>	Brad Tibbitts Capitol Desktop Support	Network Peter Musser	Password Insurance	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.29 32.07
<b>INC000000212726</b>	Clarissa Crisp Capitol Desktop Support	Application Peter Musser	Error Insurance	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.46 34.78
<b>INC000000212824</b>	Ramona Goodwin Capitol Desktop Support	Network Peter Musser	Password Insurance	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.14 148.92
<b>INC000000212874</b>	Allen Hart Help Desk	Application Vicky Marrelli	Error Insurance	I-Site NAIC Apps Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000213697</b>	Tamara Greening Capitol Desktop Support	Application Peter Musser	Error Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.67 0.69
<b>INC000000213753</b>	Betsy Jerome Capitol Hosting	Application Jill Berman	Error Insurance	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.21 1.34
<b>INC000000213875</b>	Lorry Herrera Capitol Hosting	Application Conn Peterson	Error Insurance	Novell GroupWise High	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.17
<b>INC000000213987</b>	Anne Stewart Capitol Desktop Support	None Peter Musser	None Insurance	None Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.98 2.30
<b>INC000000214493</b>	Tracy Klausmeier Capitol Desktop Support	Application Peter Musser	Error Insurance	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.95 2.36
<b>INC000000214794</b>	Jilene Whitby Capitol Desktop Support	Application Peter Musser	Error Insurance	Contribute Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.55 4.37
<b>INC000000215361</b>	Cheryl Alexander Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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<b>INC000000215376</b>	Cheryl Alexander Capitol Desktop Support	None Paul Ross	None Insurance	Novell eDirectory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000215787</b>	Cheryl Alexander Capitol Desktop Support	None Paul Ross	None Insurance	None Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.79 0.87
<b>INC000000216076</b>	Sandy Glaze Application Support	Application Fahim Gilani	Error Insurance	UID File and Print Services Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	14.57 29.49
<b>INC000000216324</b>	Doyle Christensen Capitol Desktop Support	Print/Copy/Scan/Fax Paul Ross	None Insurance	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.13 1.58
<b>INC000000217092</b>	Betsy Jerome Capitol Desktop Support	Application Peter Musser	Password Insurance	Citrix ICA Client Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.64 1.72
<b>INC000000217245</b>	Heidi Petermann Voice/Data/WAN Services	Telecom Mitch Hood	Dial Tone Insurance	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.38
<b>INC000000217868</b>	Silmara charlesworth Capitol Desktop Support	Application Paul Ross	Error Insurance	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.28 6.14
<b>INC000000217873</b>	Allen Hart Capitol Desktop Support	Print/Copy/Scan/Fax Peter Musser	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 1.44
<b>INC000000218326</b>	Tracy Klausmeier Application Services	Application Eva Cornish	None Insurance	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.38 1.39
<b>INC000000218333</b>	Cheryl Alexander Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000218458</b>	Brent Oscarson Voice/Data/WAN Services	Telecom Spencer Blodgett	Hardware Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.15
<b>INC000000218534</b>	Sandy Glaze Capitol Desktop Support	Network Paul Ross	Incident Insurance	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.49 3.06
<b>INC000000218614</b>	Jake W Garn Capitol Desktop Support	Application Paul Ross	Reporting Insurance	Novell GroupWise Medium	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	10.39 10.63
<b>INC000000218614</b>	Jake W Garn Capitol Desktop Support	Application Paul Ross	Reporting Insurance	Novell GroupWise Medium	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.91 10.63
<b>INC000000218699</b>	Clarissa Crisp Capitol Desktop Support	Print/Copy/Scan/Fax Paul Ross	Queue Insurance	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.95 4.71
<b>INC000000218713</b>	Clarissa Crisp Capitol Desktop Support	Application Carl Meek	Reporting Insurance	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	3.36 11.39
<b>INC000000218720</b>	Anne Stewart Help Desk	Application James Stearns	Password Insurance	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.11

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<b>INC000000219069</b>	Sandra Halladay Metro B Help Desk	Application Val Shepherd	Password Insurance	Microsoft Windows XP Professic Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000219127</b>	Cheryl Alexander Capitol Desktop Support	None Paul Ross	None Insurance	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000219317</b>	Shane Sadler Capitol Desktop Support	Application Paul Ross	Password Insurance	Citrix ICA Client Low	TIR Missed: No TTR Missed: Yes	TIR: 0.62 TTR: 13.91
<b>INC000000219436</b>	Heidi Petermann Capitol Desktop Support	None Paul Ross	None Insurance	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000219443</b>	Michelle M White Capitol Desktop Support	None Paul Ross	None Insurance	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000219559</b>	Jeremy Garduno Capitol Desktop Support	PC/Laptop Paul Ross	Hardware Insurance	None Low	TIR Missed: No TTR Missed: No	TIR: 0.70 TTR: 3.53
<b>INC000000219734</b>	Jilene Whitby Capitol Desktop Support	None Paul Ross	None Insurance	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000220034</b>	Jake W Garn Capitol Desktop Support	None Paul Ross	None Insurance	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000220097</b>	Dan Applegarth Capitol Desktop Support	Application Paul Ross	Password Insurance	Citrix ICA Client Low	TIR Missed: Yes TTR Missed: No	TIR: 4.30 TTR: 4.71
<b>INC000000220153</b>	Betsy Jerome Capitol Desktop Support	None Paul Ross	None Insurance	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
<b>INC000000220186</b>	Silmara charlesworth Capitol Desktop Support	Application Paul Ross	Error Insurance	None Low	TIR Missed: Yes TTR Missed: Yes	TIR: 3.14 TTR: 6.20
<b>INC000000220279</b>	Meldee Love Capitol Desktop Support	Print/Copy/Scan/Fax Paul Ross	None Insurance	None Medium	TIR Missed: Yes TTR Missed: Yes	TIR: 1.96 TTR: 5.76
<b>INC000000220315</b>	Hermoliva Abejar Capitol Desktop Support	Application Paul Ross	Password Insurance	Citrix ICA Client Low	TIR Missed: Yes TTR Missed: No	TIR: 5.52 TTR: 5.72
<b>INC000000220438</b>	Carrie Monnier Capitol Desktop Support	Print/Copy/Scan/Fax Paul Ross	None Insurance	None Low	TIR Missed: Yes TTR Missed: No	TIR: 3.96 TTR: 3.96
<b>INC000000220487</b>	Suzette D Green-Wright Capitol Desktop Support	Application Paul Ross	Error Insurance	Novell GroupWise Low	TIR Missed: Yes TTR Missed: No	TIR: 2.20 TTR: 4.22
<b>INC000000220907</b>	Sandra Halladay Capitol Desktop Support	Application Paul Ross	Password Insurance	Citrix ICA Client Low	TIR Missed: No TTR Missed: No	TIR: 0.15 TTR: 0.88
<b>INC000000220908</b>	Sandy Glaze Capitol Desktop Support	Application Paul Ross	Error Insurance	None Low	TIR Missed: No TTR Missed: Yes	TIR: 0.56 TTR: 6.10



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INC000000221870	Jeremy Garduno	Network	Error	None		TIR Missed: Yes	TIR:	1.33
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	1.49
INC000000222335	Sandra Halladay	PC/Laptop	Hardware	None		TIR Missed: Yes	TIR:	1.41
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	1.80
INC000000223356	Michelle M White	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.91
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	2.95
INC000000223384	Jilene Whitby	Application	None	Contribute		TIR Missed: No	TIR:	0.62
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.68
INC000000224066	David Snowball	Wireless Connectivity	Error	Internet Explorer		TIR Missed: No	TIR:	0.47
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	2.57
INC000000224852	Aaron Phillips	Network	Incident	None		TIR Missed: No	TIR:	0.62
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	1.26
INC000000225221	Kacy Ball	Network	Password	None		TIR Missed: No	TIR:	0.32
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.32
INC000000225280	Katy Ball	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.09
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.31
INC000000225286	Jane Webb	Application	Error	None		TIR Missed: No	TIR:	0.55
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.75
INC000000225438	Laura Shepherd	Application	None	Novell Messenger		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000225652	Nancy Askerlund	Application	Error	State Payroll Time Entry System		TIR Missed: No	TIR:	0.05
	Help Desk	Brenda Treadway	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.05
INC000000225810	Neal Gooch	Application	Error	State Payroll Time Entry System		TIR Missed: No	TIR:	0.11
	Help Desk	Brenda Treadway	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.12
INC000000226126	Jenifer Christian	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Peter Musser	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000226392	Jilene Whitby	Application	None	Contribute		TIR Missed: Yes	TIR:	1.12
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	1.57
INC000000226403	Linda Hardy	Network	Password	None		TIR Missed: Yes	TIR:	1.41
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	1.41
INC000000226463	Katy Ball	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000226733	Clarissa Crisp	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00

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INC000000226830	Allen Hart	Application	None	Citrix ICA Client		TIR Missed: No	TIR:	0.63
Help Desk		James Stearns	Insurance	Medium	Resolved	TTR Missed: No	TTR:	0.63